

DTC Simplified Renewal Pilot –Survey Questions

Survey for Applicants

1. How easy was it to complete Part A of the simplified renewal form?

- Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult

2. How clear and helpful were the instructions included with your renewal package?

- Very clear and helpful
- Clear but not detailed enough
- Somewhat unclear
- Very unclear

3. Compared to your last application or renewal, did you find it easier to have the simplified renewal form completed? (Consider the form itself, and not external factors, like booking an appointment to see a medical practitioner)

- Much easier
- Slightly easier
- About the same
- Slightly worse
- Much harder
- This is my first renewal

4. Do you feel that this simplified process saved you time?

- Yes
- No
- Not sure

5. Any suggestions for improving the renewal process? (Optional open-text)

6. Did you complete Part A of this form yourself, or with help from someone else?

- Myself
- With help from someone I know
- With help from a tax/benefit clinic

- With help from a healthcare professional
- Other (please specify)

7. Were you aware that this form is only to be used to renew DTC for the same medical condition as your last DTC application?

- Yes
- No

8. Did you need to contact CRA (e.g., call center) for help during this renewal?

- Yes
- No
- I tried but couldn't reach anyone
- Other (please explain)

9. Would you prefer to complete this renewal digitally in the future, if available?

- Yes
- No
- Not sure

Survey for Medical Practitioners

1. How often do you complete and certify Form T2201, Disability Tax Credit Certificate?

- This was my first time
- Less than 1 per month
- 1-5 per month
- More than 5 per month

2. How would you rate the ease of completing the simplified DTC renewal form (relative to the standard paper T2201)?

- Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult

3. Was there enough space or opportunity to provide the necessary medical information?

- Yes
- No
- Not sure

4. Compared to your experience with the full T2201 package, how did this renewal form affect your workload?

- Significantly reduced workload
- Somewhat reduced workload
- No real difference
- Somewhat increased workload.

5. Any feedback or suggestions you'd like to share? (Optional open-text)

6. When applicable (eg, a patient with expiring DTC eligibility) would you prefer to complete the simplified renewal form or full T2201 in the future?

- Simplified renewal
- Form T2201, Disability Tax Credit Certificate
- Depends (please explain)